

# What Providers Need to Know:

## Part 1 – Before Tailored Plan Launch

### Pre-Launch Provider Checklist and Information

The Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plan (Tailored Plan) will launch statewide on Oct. 1, 2023. Approximately 150,000 beneficiaries will be enrolled into Tailored Plans. This fact sheet offers information providers need to know before Tailored Plan launch.

The following key dates are important to providers:

#### KEY DATES FOR TRANSITIONING TO TAILORED PLANS

Key Date	Event
June 15, 2022	Tailored Plan Member Services lines go-live
June 16, 2023	Last day for Primary Care Providers (PCPs) to have fully executed contracts with Tailored Plans for inclusion at the start of the Beneficiary Choice Period.
July 15, 2023	Tailored Plan Auto-Enrollment begins.
July 17, 2023	Beneficiary Choice Period begins; Beneficiaries can choose a PCP by contacting their Tailored Plan
July 24, 2023	Enrollment Broker begins mailing transition notices to beneficiaries
Aug. 15, 2023	Last day for beneficiaries to choose a PCP before PCP auto-assignment
Aug. 17, 2023	PCP Auto-Assignment (by Tailored Plan) for beneficiaries who have not chosen a PCP
Aug. 25, 2023	Tailored Plans begin mailing welcome packets and ID cards with PCP assignment beneficiaries
Oct.1, 2023	Tailored Plan launch

#### PRE-LAUNCH CHECKLIST FOR PROVIDERS

Providers are encouraged to complete the following activities before the Tailored Plan launches on Oct. 1, 2023:

- ☐ Explore contracting options with each Tailored Plan
- ☐ Notify staff of the Tailored Plans contracted with their provider organization and the areas of service
- ☐ Review each page of the NCTracks provider record for each applicable individual provider and organization for accuracy and submit changes using the Manage Change Request (MCR) process
- ☐ Encourage beneficiaries to respond to their enrollment notification to self-select a PCP before Aug.16 2023

## PROVIDER CONTRACTING REMINDERS

Providers who want to participate in a Tailored Plan provider network should contact the Tailored Plan directly to discuss the process and requirements. Each Tailored Plan will have its own provider contract templates and processes.

Tailored Plan	Contact Information
Alliance Health	Email: <a href="mailto:ProviderNetwork@alliancehealthplan.org">ProviderNetwork@alliancehealthplan.org</a> Phone: 919-651-8500
Eastpointe	Email: <a href="mailto:networkoperations@eastpointe.net">networkoperations@eastpointe.net</a> Phone: 888-977-2160
Partners Health Management	Email: <a href="mailto:contracts@Partnersbhm.org">contracts@Partnersbhm.org</a> Phone: 877-964-1454, option 4, option 2
Sandhills Center	Email: <a href="mailto:providercontracts@sandhillscenter.org">providercontracts@sandhillscenter.org</a> Phone: 855-777-4652
Trillium Health Resources	Email: <a href="mailto:networkservicessupport@trilliumnc.org">networkservicessupport@trilliumnc.org</a> Phone: 855-250-1539
Vaya Health	Email: <a href="mailto:provider.info@vayahealth.com">provider.info@vayahealth.com</a> Phone: 866-990-9712, option 3

## ENSURE PROVIDER INFORMATION IS CORRECT

The Provider Directory and Affiliation Report is available to actively enrolled NC Medicaid providers. This report allows providers to confirm the information NC Medicaid beneficiaries can see when they use the “NC Medicaid Provider and Health Plan Look-up Tool” to find participating provider information.

Providers may use the NCTracks MCR process, available in the NCTracks Provider Portal, to modify any provider record or service location information and individual-to-organization affiliations.



If the Provider Affiliation information is incorrect, the affiliated provider or their office administrator must update the group affiliation in NCTracks.

Providers unable to find their practice associated with the correct Tailored Plan should contact the Tailored Plan directly to discuss contracting options.

It is crucial for providers to thoroughly review their individual and organization provider enrollment record in NCTracks and submit changes using the MCR process. **Incorrect or missing records may result in beneficiaries being unable to choose that provider as their PCP during the Choice Period or being auto assigned to a new PCP.**

Not only is ensuring accuracy a requirement in the legal and binding NCDHHS Provider Administrative Participation Agreement, but correct information on the NCTracks provider record will assist beneficiaries with the search for PCPs in the Medicaid Provider and Health Plan Look-Up tool.

## HELP BENEFICIARIES WITH THE TRANSITION

Ensure beneficiaries who currently receive certain services for a mental health disorder, substance use disorder, I/DD or traumatic brain injury (TBI) know they will be auto-enrolled into a Tailored Plan, if applicable, based on:

The county that manages the beneficiary's Medicaid case (administrative county)

- Special population considerations
- A lookback period of 24 months

For more information, visit the [County Playbook](#)

Also notify beneficiaries of the July 17 through Aug. 15, 2023, Choice Period to select a PCP. Beneficiaries who do not select a PCP during this time will be auto-assigned a PCP beginning Aug. 17, 2023.

Beneficiaries will begin receiving health care services from their Tailored Plan on Oct. 1, 2023.

## WHAT IF BENEFICIARIES HAVE QUESTIONS?

Beneficiaries can contact the NC Medicaid Enrollment Broker with questions about the transition to Tailored Plans or need enrollment assistance.

- Call 833-870-5500 (TTY: 711 or [RelayNC.com](#))
- Online at [ncmedicaidplans.gov](#)
- Mobile App: NC Medicaid Managed Care on Google Play (Android) or the App Store (iPhone)

Beneficiaries should contact their Tailored Plan if they have questions about Tailored Plan services, their PCP or Tailored Care Management provider. To choose a PCP, members should call their



Tailored Plan. Beneficiaries can search and find providers contracted with the Tailored Plan at [ncmedicaidplans.gov/find](https://ncmedicaidplans.gov/find).

## QUESTIONS?

For Questions About	Contact
General Tailored Plan information	<a href="mailto:Medicaid.TailoredCareMgmt@dhhs.nc.gov">Medicaid.TailoredCareMgmt@dhhs.nc.gov</a>
NCTracks provider information	NCTracks Call Center at 800-688-6696
Beneficiary eligibility	NCTracks Call Center at 800-688-6696

To update provider information, log into the [NCTracks Secure Provider Portal](#) and use the MCR to review and submit changes.

